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ABSTRACT

The four primary goals of these cost and funding studies are described: (1) to determine representative costs of present library services without network support; (2) to estimate future costs of library services at various levels of proposed network support; (3) to evaluate and compare the impact of a network upon costs of library services; and (4) to examine and recommend equitable programs of financial support for an interstate bibliographic network in the West. Data collection procedures, activity sheets, and interlibrary loan transaction logs for both borrowers and lenders are explained. (Author/BBM)

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SUMMARY OF THE COST AND FUNDING STUDIES BEING CONDUCTED FOR THE DEVELOPMENT AND IMPLEMENTATION OF A WESTERN INTERSTATE BIBLIOGRAPHIC NETWORK

WESTERN INTERSTATE LIBRARY COORDINATING ORGANIZATION
Western Interstate Commission for Higher Education

IR005 461

I. SUMMARY OF THE COST AND FUNDING STUDIES BEING CONDUCTED FOR THE DEVELOPMENT AND IMPLEMENTATION OF A WESTERN INTERSTATE BIBLIOGRAPHIC NETWORK

Under a grant from the U.S. Office of Education (USOE), the WICHE Continuing Education and Library Resources Program is conducting cost and funding studies to support the development and implementation of a Western Interstate Bibliographic Network. These studies are being performed in conjunction with the network design and development project funded by the Council on Library Resources (CLR) and the Western Council. The USOE grant, for a one-year period, was officially awarded July 1, 1975.

The cost and funding studies have four primary goals; each is described in the following section:

A. To determine representative costs of present library services without network support;

B. To estimate future costs of library services at various levels of proposed network support;

C. To evaluate and compare the impact of a network upon costs of library services; and

D. To examine and recommend equitable programs of financial support for an interstate bibliographic network in the West.

A. DETERMINE REPRESENTATIVE COSTS

For the purposes of the cost study, we are focusing our attention on those library activities that are most likely to be affected by the presence of a regional network. Thus, the study examines costs in the technical processing, interlibrary loan, and administration areas of library operations.

Cost data will be collected from 100 academic and public libraries in the region. The data are being collected by means of a questionnaire survey. Twelve libraries in the sample have been asked to participate in a more extensive data collection effort to obtain detailed costs for the various subtasks involved in each major operational activity. Your library is among those twelve libraries.

The survey will collect basic data on collection size, volume of activity ("throughput") in technical processing and interlibrary loan, and budget allocations. Detailed data will be collected on the following cost elements

in technical processing and interlibrary loan, and budget allocations:

Direct Labor, including number and level of staff (expressed in FTE), salaries, and fringe benefits;

Administrative and Supervisory Labor;

Support Services, such as products that increase staff productivity or that improve efficiency or effectiveness;

Telecommunications, such as telephone, TWX, telex, telefacsimile, and similar services;

Equipment; and

Supplies.

Further refinement of these broad cost elements will be achieved through the detailed case studies in which you will be participating. Within these case studies, additional cost elements will include facility, equipment and detailed administrative overhead.

Also, individual subtask activities are being surveyed for a period of three weeks to capture unit time and processing cost data. This study will provide a detailed accounting of staff time, by level of staff, and the corresponding direct costs, for specific subtasks within technical processing and interlibrary loan.

Each of the participants are also being asked to participate in a study of interlibrary loan traffic in the West. A sample of interlibrary loan transactions, both borrowing and lending, will be monitored over a three-week period. A single-page tracking document will be used to capture lag time, type of request, queried institution, or requestor, and disposition for these transactions. In this manner, we will be able to discern inter-library loan patterns in the West.

The data collection instruments developed for this cost study will be available for the use of any library wishing to use them as tools in their own evaluation of internal operations. For this reason, we would be grateful for any comments you might have on the instruments.

In addition to the cost data collected from libraries, the study will also collect data from three major bibliographic centers in the West: the Bibliographical Center for Research in Denver; the Pacific Northwest Bibliographic Center in Seattle; and the California State Library Union Catalog in Sacramento. This portion of the study will focus on the costs associated with maintaining the union catalogs at the centers and with providing location and interlibrary loan services to member libraries. Data on the characteristics

and patterns of interlibrary loan and location transactions will also be collected.

B. ESTIMATE FUTURE COSTS

Estimating future costs requires the examination of costs at two levels -- the network level and the individual library level. Services defined and specified for the Western Network will be used as the base for predicting network costs. This analysis may require use of a complex predictive model with several iterations contingent on alternative network designs, varying levels of expected participation, and the array of network services offered. Because network services are likely to be based on available automated services, such as BALLOTS, the Washington Library Network, and the Ohio College Library Center, costs to members of the network will reflect the corresponding pricing structures. Both the initial investment costs and the operating costs as incurred by the individual library are to be examined.

From this compilation anticipated costs to an individual library for network services can be predicted. Additionally, network operating costs as a function of service volume and options can be estimated. Thus, the total funding requirements necessary to support a network can be predicted.

C. EVALUATE NETWORK IMPACT ON COSTS

After ascertaining present library costs in technical processing and interlibrary loan without network support, and expected future costs with a network (Phases A and B), these costs will be compared (Phase C). The library cost data for current activity presently being collected and analyzed represents the base from which extrapolations will be made. Identification of activities (and their corresponding costs) affected by network support (along with the manner in which they will be affected) allows for the estimation of cost changes introduced by replacement or adaptation of these activities by network services. Network costs and "new" activity costs can be substituted for replaced activity costs, and thus, a predictive model of the cost impact of network participation upon an individual library can be formulated. To insure the viability of such a predictor, the model will account for varying levels of network participation and service. Results of similar studies concerning the introduction of support systems to library technical processing and interlibrary loan will be employed to refine and validate these cost-impact estimates.

D. RECOMMEND FUNDING STRATEGY

Another significant objective of these studies is to determine a funding strategy for a proposed network. Initial investigation into funding will include examination of existing network funding strategies, as well as public policy and legal issues as they affect funding. After formulating a wide spectrum of alternatives, and defining possible membership groups, funding strategies will be analyzed in light of the results of the cost studies, particularly the estimate of network funding requirements developed in Phase B. Additionally, the types of network membership (e.g. state, multi-county, individual library, etc.) options and scaling of membership fees will be considered. Further, the network cost impact developed in Phase C will be considered in determining the desirability of a membership fee graduated according to type and size of library and in relation to the cost-savings or cost-benefits associated with network services to each group. In this manner, equitable membership fees can be calculated. Such an approach to funding will yield a set of optimal strategies upon which viable and equitable funding decisions can be made.

The scope and depth of these studies suggest they may be potential contributions to methodology, modeling and evaluation of library costs. It is with your help that these studies will be of substantial value to future research in library services.

We thank you for your cooperation in making these studies a success.

If in the course of data collection, you have any questions concerning these studies, or the following procedures, please contact:

Maryann Kevin Brown or
Anita L. McHugh
WICHE, P. O. Drawer P
Boulder, Colorado 80302
(303) 492-8188 (call collect)

II. DATA COLLECTION PROCEDURES

As a staff member, student assistant, or volunteer within acquisitions, cataloging, serials check-in and cataloging, or interlibrary loan, you will be participating in this cost study. The time you take in activities or tasks which you perform is recorded after each task or activity is completed. In addition, the units which you have processed by this task or activity (if applicable) is recorded as the task is completed. For example, many tasks result in one or more units of output. For instance, in the original cataloging task the total number of titles cataloged is counted. These counts are then entered in the appropriate box corresponding to the task on Activity Sheets (see Part III, for an explanation and sample).

Record after each task the time spent on that task. Make sure to account for all of your time. Record, for those tasks which pertain to the processing of items, the amount of units produced. On Friday afternoon or early Monday morning, check over your form and fill in any necessary totals. Give this to the designated library staff member who is responsible for collecting these forms.

In order to make this study meaningful, each person must make an honest effort to record accurately the amount of time spent on various activities. This is not a time and motion study -- no one will clock your time and you should not try to measure your own time in less than five minute blocks. No one should speed up or slow down normal operations. No one is expected to watch the clock for recording starting and stopping times. For especially difficult or concurrently performed tasks, estimates of time spent is quite acceptable. All that we ask is that the information be reasonably accurate.

III. ACTIVITY SHEET AND EXPLANATION

This section illustrates the use of the worksheet to be filled out by every staff member, student assistant or volunteer in each department involved in this case study. Basically the staff member records the amount of time spent on each of those tasks listed on the activity sheet. In addition s/he notes any activities not listed on the activity sheet under the last activity designation - "OTHER" - and the time spent in that activity. The volume processed, or units produced should be noted where appropriate. The daily total time should equal the number of hours which you work during the day times sixty minutes. Thus, for example, if you work eight hours per day, the total minutes you work equal 480 (8 hours times 60 minutes). Remember, lunch time is never included in the total minutes per day.

In order to ensure anonymity, you have been assigned to an employee number to be used on all data collection forms.

The following description is keyed to the sample filled-in worksheet on page . The circled numbers refer to references on the activity sheet.

(1) Library name: Please give the name of the library in which you are now employed.

(2) Employee number: Be sure this number is on every form you turn in.

(3) Dates: Please give the month and day upon which you begin this form and the month and day upon which you finish this form.

(4) Activity: Each task has been noted in this column. If the task title does not conform to the title used in your library please check the definition of the activity. Please use a listed activity whenever possible. Note that non-processing time spent in such tasks as training, breaks, administration, etc. have a listed activity. If you are unable to find an appropriate activity listed, enter this time under the last activity listed: OTHER.

(5) Time (in minutes): Please enter the time which you spend in any particular activity in this column. Do not fill out total boxes

until the end of the week. Record only the number of minutes spent on this task. Record non-job oriented and general activities in another activity. You may wish to use several copies of the activity sheet to record the time you have spent during the week. However, please use a single activity sheet to record totals for the week and submit only one activity sheet for each week. Each week, sum the number of minutes spent on each task and enter this total in the total boxes provided.

(6) Units Processed: Associated with many tasks are counts of production units. These counts are collected in the column entitled "UNITS PROCESSED". Record your production units associated with each task as you complete the task. Count the units indicated in each activity. You may wish to tally the number of units produced. At the end of each week, total numbers of units for each activity, as appropriate, and enter in the total boxes provided.

(7) Total minutes: At the end of the week sum the total minutes you have worked in each activity and enter in the box provided. This figure should correspond to the number of minutes which you have worked in this department during the week.

(8) Footnotes: Record here any notes or comments which would help to explain times or tasks recorded in the body of the form. Also use this area to explain any special projects or unusual situations. You may wish to comment on the form itself. Any suggestions on the improvement of these instruments would be most appreciated.

SERIALS/PERIODICALS CHECK-IN AND CATALOGING ACTIVITY SHEET

C & F STUDY FORM #6

① LIBRARY James Public Library (8-10)
② EMPLOYEE ID NUMBER 068 (11-15)
③ DATE(S) 7/15 - 7/20

ENTER BELOW THE TIME SPENT AND VOLUME PROCESSED IN EACH ACTIVITY LISTED. ACTIVITY SHEETS SHOULD BE COMPLETED BY EACH EMPLOYEE FOR A PERIOD OF THREE WEEKS. AN EMPLOYEE WHOSE WORK FALLS INTO TWO SECTORS UNDER STUDY (e.g. serials and acquisitions) WILL HAVE TWO SHEETS TO COMPLETE FOR THOSE DAYS ON WHICH HIS/HER ACTIVITIES OVERLAP. ENTRIES SHOULD BE MADE AS EACH TASK IS COMPLETED, FILLING TOTAL BOXES AT THE END OF THE PERIOD FOR WHICH THIS SHEET IS USED. DO NOT INCLUDE LUNCH BREAKS. ROUND OFF TO THE NEAREST 5 MINUTES (e.g. 48 minutes should be entered as 50 minutes, 47 minutes as 45 minutes, etc.)

ACTIVITY ④ (16-20)	TIME (in minutes) ⑤ (21-25)	UNITS PROCESSED ⑥ (26-30)
1. RECEIVE, SORT, DISTRIBUTE INCOMING ITEMS	TOTAL:	(no entry)
2. BIBLIOGRAPHIC SEARCHING	TOTAL:	(in titles) TOTAL:
3. OTHER BIBLIOGRAPHIC VERIFICATION	85 TOTAL: 85	(in titles) 6 TOTAL: 6
4. SERIALS/PERIODICALS CONTROL (CHECK-IN) ON AUTOMATED SYSTEM (SPECIFY SYSTEM _____)	TOTAL:	(in items) TOTAL:
5. ORIGINAL CATALOGING OF SERIAL TITLES	TOTAL:	(in titles) TOTAL:
6. SERIALS CATALOGING WITH CARDS OR CARD COPY	TOTAL:	(in titles) TOTAL:
7. CATALOGING SERIALS FROM AUTOMATED OR OTHER SYSTEM RECORDS (SPECIFY SYSTEM OCLC)	25, 30 TOTAL: 55	(in titles) 2,3 TOTAL: 5
8. CHANGE IN AUTHOR/TITLE ROUTINES	60, 10, 15 TOTAL: 85	(in titles) 4, 1, 1 TOTAL: 6
9. CLAIMS ROUTINES	TOTAL:	(in items claimed) TOTAL:
10. BINDERY ROUTINES	TOTAL:	(in volumes) TOTAL:
11. CANCELLATION ROUTINES	TOTAL:	(in subscriptions cancelled) TOTAL:
12. RENEWAL AND ORDERING ROUTINES	30, 15, 80 TOTAL: 125	(in subscriptions) 3, 1, 5 TOTAL: 9
13. TYPING/REVISING KARDEX RECORDS	TOTAL:	(in cards) TOTAL:
14. MANUAL PRODUCTION/REPRODUCTION/PRINTING OF CATALOG CARDS (including preparation, typing of card and headings)	TOTAL:	(estimated number of cards) TOTAL:
15. AUTHORITY WORK	TOTAL:	(no entry) TOTAL:
16. INVOICE PROCESSING	TOTAL:	(in invoices) TOTAL:
17. ADMINISTRATION, SUPERVISION, UNASSIGNED (e.g. breaks) TRAINING, PROFESSIONAL DEVELOPMENT, PEER CONSULTATION, TELEPHONE	15, 15, 15, 15, 15 60, 180 TOTAL: 315	(no entry)
18. DATA COLLECTION FOR THIS STUDY	5, 5, 5, 5, 5 TOTAL: 25	(no entry)
19. OTHER (SPECIFY)	TOTAL:	TOTAL:
	TOTAL:	TOTAL:
	TOTAL:	TOTAL:

⑦ TOTAL TIME REPORTED 690

(e.g. a normal 8 hour working day contains 480 minutes, a 40 hour work week contains 3400 minutes)

⑧ FOOTNOTES

IV. TRANSACTION LOGS AND EXPLANATION

As a staff member, student assistant, or volunteer within interlibrary loan, you will be participating in a study of interlibrary loan traffic in the western states. You will be asked to record various types of information on every _____ request, both lending and borrowing, which are received by your library during a three-week period. This information includes type of material requested, call numer if known, date of publication requested, type of library from which or to which this request is sent, and the outcome of the request. There are two log sheets -- a green one for borrowing requests and a yellow one for lending requests. If you handle a request with one of these sheets attached, you should complete any information which you can.

Borrowing Requests

The following illustrates the use of the borrowing log sheet to be filled out on every _____ request received by your department from a patron for an item owned by another library. Basically, the staff member records what information s/he can on any tagged request. The following description is keyed to the sample filled-in log sheet on the following pages.

(1) Library: Please give the name of the library in which you are employed.

(2) Transaction B#: If your library numbers its borrowing requests, then this number should be used here. If your library does not normally number its requests, an arbitrary and unique number should be assigned to all requests tagged during the three-week interval that your interlibrary loan transactions are monitored.

(3) Date of patron request: Enter here the date (month, day and year) that the patron requested this item through interlibrary loan.

(4) Date of disposition: Enter here the date (month, day and year) that the requested item was received by the library, or the date that the library from which this item was requested informed your library it would be unable to supply this item.

(5) Type of publication: Check the type of publication (e.g. government document) that describes the item requested.

(6) Date of publication: Enter here the date of publication for the item requested. For monographs, the year of publication is sufficient. For serials or periodicals, give the month and year of publication if applicable.

(6a) Language: Enter here the language in which the requested item was published.

(7) Call number: If you can determine the call number of this publication please indicate this in the space provided.

(8) Requested from: Enter here the name of the library, agency or bibliographic center from which this item was requested. Please give a formal name or abbreviation whereby we can identify the institution.

(9) Reason for choice of this agency: Please check the item which most closely approximates the reason you selected this library, agency or bibliographic center as a potential lender.

(10) What type of agency is this: Please check the type of agency from which you requested this item.

(11) Location of this library: Please check as many as apply to the location of this agency in relation to the location of your library.

(12) Request sent by: Please indicate the method in which you communicated this request to the agency from which it was requested.

(13) Did patron verify this request: Indicate whether the request of the item as received by your library was properly verified by the patron.

(14) This request was verified in: Please indicate in what source this title or item was verified. You may wish to use the ° and / method to indicate where the item was searched and also where it was found.

(15) Form of loan requested: Indicate here the form of loan -- original, microform, duplicate/photocopy or other -- requested by your library.

(16) Outcome: Indicate whether the item is filled (A), unfilled (B) or pending (C).

(17) Filled: Delivered by: If the request is filled (i.e. item (A) has been checked), please indicate the method of delivery used -- mail, courier or other.

(18) Unfilled: Was the item re-requested: If this request was not filled (i.e. item (B) has been checked), indicate whether you intend to request this item from another institution.

After this request has been completed (filled or unfilled), or after 30 days from initiation of this request, whichever is first, please return this request to the designated staff member who is responsible for collecting forms within your library. If you need to remove the original request and documentation for this request for your library files, please attach a photocopy of the request to this form. The standard ALA form or other standard form is sufficient.

INTERLIBRARY LOAN BORROWER'S TRANSACTION LOG

FORM #8A

THIS FORM SHOULD BE ATTACHED TO EVERY FIRST, FIFTH OR TENTH ILL REQUEST (DEPENDING ON YOUR VOLUME OF ACTIVITY) RECEIVED FROM A PATRON OF YOUR LIBRARY FOR MATERIALS HELD BY ANOTHER LIBRARY, DURING A THREE WEEK PERIOD. STOP AFTER COMPLETING 125 FORMS, OR AFTER THREE WEEKS, WHICHEVER IS FIRST. PLEASE COMPLETE THIS FORM AS FULLY AS POSSIBLE. AFTER 30 DAYS FROM THE DATE OF PATRON REQUEST, OR WHEN THE REQUEST IS COMPLETED, WHICHEVER IS FIRST, ATTACH A PHOTOCOPY OF THIS REQUEST TO THIS FORM AND RETURN TO: M.K. BROWN, WESTERN NETWORK PROJECT, WICHE, P.O. DRAWER P, BOULDER, COLORADO, 80302.

(1) LIBRARY _____ (8-10)

(2) TRANSACTION B# _____ (11-18)

(3) DATE OF PATRON REQUEST __/__/__ (19-22)

(4) DATE OF DISPOSITION __/__/__ (23-26)

I. PUBLICATION DATA

(5) A. Type of publication (check one) (27)

( ) 1. government document
( ) 2. technical journal
( ) 3. technical report
( ) 4. other non-fiction
( ) 5. classical fiction
( ) 6. popular fiction
( ) 7. non-technical/popular periodical
( ) 8. audio and/or visual material
( ) 9. other (specify)

_____

(6) B. Publication date: _____ (28-35)

(6a) C. Language(s) (36)

( ) 1. English
( ) 2. German
( ) 3. French
( ) 4. Russian
( ) 5. Spanish
( ) 6. Italian
( ) 7. Other (specify)

_____

(7) D. Call number (if known): _____ (37-42)

II. REQUESTED FROM

(8) _____ (agency name)

(9) A. Reason for choice of this agency (check one) (43)

( ) 1. known to have this item (of personal knowledge)
( ) 2. union catalog indicates agency has item
( ) 3. agency likely to have this item, you think
( ) 4. your ILL procedures specify this agency to be used
( ) 5. other (specify)

_____

_____

(10) B. What type of agency is this? (check one) (44)

( ) 1. academic library
( ) 2. special library
( ) 3. regional headquarters
( ) 4. other public library
( ) 5. bibliographic center
( ) 6. other (specify)

_____

(11) C. Location of this library (45,46)

( ) 1. within your state
( ) 2. in another state (specify)

_____

( ) 3. within 25 miles of your library
( ) 4. within 100 miles of your library

(12) D. Request sent by: (47)

( ) 1. telephone
( ) 2. teletype
( ) 3. mail
( ) 4. other (specify)

_____

III. VERIFICATION OF REQUEST

(13) A. Did patron verify this request? (48)

( ) 1. yes
( ) 2. no

(14) B. This request was verified in: (49)

( ) 1. NUC
( ) 2. BIP
( ) 3. local/regional union catalog
( ) 4. on-line catalog (e.g. BALLOTS, OCLC)
( ) 5. other (specify)

_____

( ) 6. this request was not verified

IV. FORM OF LOAN REQUESTED (50)

(15) ( ) A. Original
( ) B. Microform
( ) C. Duplicate/photocopy
( ) D. Other (specify)

_____

V. OUTCOME

(16) ( ) A. Filled (51)

(17) Delivered by: (52)

( ) 1. mail
( ) 2. courier
( ) 3. other (specify)

_____

(18) ( ) B. Unfilled (53)

Was this request re-requested? (54)

( ) 1. yes
( ) 2. no

( ) C. Pending (55)

Lending Requests

The following illustrates the use of the lending log sheet to be filled out on every _____request received by your department from another library or agency for an item owned by your library. Basically, the staff member records what information s/he can on any tagged request. The following description is keyed to the sample filled-in log sheet on the following pages.

(1) Library: Please give the name of the library in which you are employed.

(2) Transaction #: If your library numbers its lending requests, then this number should be used here. If your library does not normally number the requests it receives, an arbitrary and unique number should be assigned to all requests tagged during the three-week interval that your interlibrary loan transactions are monitored.

(3) Check here if this is a regional request: If your library acts as a regional library within your state and this request was received in your role as a regional library, check here.

(4) Date request received by your library: Enter here the date (month, day and year) that your library received this request through interlibrary loan.

(5) Date of disposition: Enter here the date (month, day and year) that your library responded to this request, either by sending the requested item to the requesting library or by replying that the item was not available through your library.

(6) Type of publication: Check the type of publication (e.g. government document) that describes the item requested.

(7) Date of publication: Enter here the date of publication for the item requested. For monographs, the year of publication is sufficient. For serials or periodicals, give the month and year of publication if applicable.

(8) Language: Enter here the language in which the requested item was published.

(9) Call number: If you can determine the call number of this publication please indicate this in the space provided.

(10) Requesting Library: Enter here the name of the library, agency or bibliographic center which requested this item. Please give a formal name or abbreviation whereby we can identify the institution.

(11) What type of agency is this: Please check the type of agency which requested this item.

(12) Where is this library located: Please check the approximate distance of this agency from the location of your library.

(13) Request received by: Please indicate the method in which this request was communicated to your library.

(14) Did you need to re-verify this request: Indicate whether the request of the item as received by your library needed further verification on the part of your library.

(15) Outcome: Indicate whether the item is filled (A), unfilled (B) or pending (C).

(16) Filled: Form of loan made: If the request is filled (i.e. item (A) has been checked), indicate here the form of loan -- original, microform, duplicate/photocopy or other -- made by your library.

(17) Filled: Sent by: If the request is filled (i.e. item (A) has been checked), please indicate the method of delivery used -- mail, courier or other.

(18) Unfilled: Reason: If this request was not filled (i.e. Item (B) has been checked), indicate the reason your library was unable to supply the requested material.

(19) Unfilled: Disposition of request: If this request was not filled (i.e. Item (B) has been checked) please indicate what your library did with request (e.g. forwarded to another library, returned to sender, etc.).

After this request has been completed (filled or unfilled), or after 30 days from the receipt of this request by your library, whichever is first, please return this request to the designated staff member who is responsible for collecting forms within your library. If you need to remove the original request and documentation for this request for your library files, please attach a photocopy of the request to this form. The standard ALA form or other standard form is sufficient.

INTERLIBRARY LOAN LENDER'S TRANSACTION LOG

FORM #9 A

THIS FORM SHOULD BE ATTACHED TO EVERY FIRST, FIFTH OR TENTH ILL REQUEST (DEPENDING UPON YOUR VOLUME OF ACTIVITY) RECEIVED FROM A PATRON OF YOUR LIBRARY FOR MATERIALS HELD BY ANOTHER LIBRARY, DURING A THREE WEEK PERIOD. STOP AFTER COMPLETING 125 FORMS, OR AFTER THREE WEEKS, WHICHEVER IS FIRST. PLEASE COMPLETE THIS FORM AS FULLY AS POSSIBLE. AFTER 30 DAYS FROM THE DATE OF PATRON REQUEST, OR WHEN THE REQUEST IS COMPLETED, WHICHEVER IS FIRST, ATTACH A PHOTOCOPY OF THIS REQUEST TO THIS FORM AND RETURN TO: M.K. BROWN, WESTERN NETWORK PROJECT, WICHE, P.O. DRAWER P, BOULDER, COLORADO, 80302

(1) LIBRARY _____ (8-10)

(2) TRANSACTION L# _____ (11-17)

(3) CHECK HERE IF THIS IS A REGIONAL REQUEST _____ (18)

(4) DATE REQUEST RECEIVED BY YOUR LIBRARY ___/___/___

(5) DATE OF DISPOSITION ___/___/___ (23-26) (19-22)

I. ITEM REQUESTED

(6) A. Type of item (check one) (27)

( ) 1. government document
( ) 2. technical journal
( ) 3. technical report
( ) 4. other non-fiction
( ) 5. classical fiction
( ) 6. popular fiction
( ) 7. non-technical/popular periodical
( ) 8. audio and/or visual material
( ) 9. other (specify)

_____

(7) B. Publication date: _____ (28-35)

(8) C. Language(s) (36)

( ) 1. English
( ) 2. German
( ) 3. French
( ) 4. Russian
( ) 5. Spanish
( ) 6. Italian
( ) 7. Other (specify)

_____

( ) 8. Unknown

(9) D. Call number: _____ (37-42)

(10) II. REQUESTING LIBRARY:

_____ (library name)

(11) A. What type of library is this? (check one) (44)

( ) 1. academic library
( ) 2. special library
( ) 3. regional headquarters
( ) 4. other public library
( ) 5. bibliographic center
( ) 6. other (specify)

_____

(12) B. Where is this library located? (46)

( ) 1. within 25 miles of your library
( ) 2. within 100 miles of your library
( ) 3. within 400 miles of your library
( ) 4. over 400 miles of your library

(13) C. Request received by: (47)

( ) 1. Telephone
( ) 2. Teletype
( ) 3. Mail
( ) 4. Other (specify)

_____

(14) III. DID YOU NEED TO RE-VERIFY ITEM REQUESTED?

( ) 1. Yes
( ) 2. No

(15) IV. DISPOSITION OF REQUEST

(16) ( ) A. Filled (51)

Form of loan made:

( ) 1. original
( ) 2. microform
( ) 3. duplicate/photocopy
( ) 4. other (specify)

_____

(17) Sent by: (52)

( ) 5. mail
( ) 6. courier
( ) 7. other (specify)

_____

(18) ( ) B. Unfilled

Reason: (53)

( ) 1. could not identify
( ) 2. item not owned
( ) 3. item in use
( ) 4. non-circulating
( ) 5. other (specify)

_____

(19) Disposition of request: (54)

( ) 6. passed to another library
( ) 7. returned to sender
( ) 8. other (specify)

_____

( ) C. Pending (55)

SURVEY AND CASE STUDIES FOR THE COST AND FUNDING STUDIES - INSTRUMENTS

FOR CASE STUDIES OF COSTS IN TECHNICAL PROCESSING AND INTERLIBRARY LOAN

Form No. 3: IN-DEPTH CASE STUDY OF COSTS IN TECHNICAL PROCESSING AND INTER-LIBRARY LOAN: This form is designed to gather costing data within acquisitions, cataloging, serials, materials finishing and interlibrary loan. Additional cost components examined within the instrument include facility and administrative overhead, as well as costing information necessary for the three-week data collection in technical processing and interlibrary loan to be performed during the study. Certain aspects of processing support and interlibrary loan are examined.

Form No. 4: ACQUISITIONS ACTIVITY SHEET: This form is a log sheet to be maintained by each staff member performing acquisitions tasks. Kept on a daily basis, this form monitors the time spent and volume processed in 34 activities. Data will be kept on a three-week interval.

Form No. 5: CATALOGING ACTIVITY SHEET: This is a log sheet to be kept by each staff member associated with cataloging. Maintained on a daily basis, this form monitors 22 specific activities.

Form No. 6: SERIALS ACTIVITY SHEET: This form is also a log sheet to be maintained by each staff member associated with serials processing. Maintained on a daily basis, 18 specific tasks are monitored for staff time and volume processed.

Form No. 7: INTERLIBRARY LOAN ACTIVITY SHEET: This log sheet is to be kept by each staff member associated with interlibrary loan. Kept on a three-week basis, this form monitors 25 specific activities in borrowing and lending functions of ILL.

Form No. 8: INTERLIBRARY LOAN BORROWING TRANSACTION FORM: This is a single page tracking document to monitor lag time, type of request, queried institution, and disposition of the request for a sample of transactions received by patrons for materials owned by another library.

Form No. 9: INTERLIBRARY LOAN LENDING TRANSACTION FORM: A one-page tracking document, this form monitors lag time, type of request, requesting institution, and disposition of request for a sample of transactions received from another library for materials believed to be owned by the case study library. In addition, staff time for each request sampled will be kept on bibliographic verification and on locating the requested material.

Each of the non-case study libraries, 88 libraries in all, is being asked to participate in a study of interlibrary loan traffic in the West. Those who do agree will complete the following forms on a sample of interlibrary loan transactions over a period of three weeks.

Form No. 8A: INTERLIBRARY LOAN ABBREVIATED BORROWING TRANSACTION FORM: A shorter version of Form No. 8, above, this document does not track staff time, but does capture the remaining elements of disposition, etc.

Form No. 9A: INTERLIBRARY LOAN LENDING TRANSACTION FORM: A shortened version of Form No. 9, above, this does not capture staff time on activities for the request but does capture other information in Form 9.

SURVEY AND CASE STUDIES FOR THE COST AND FUNDING STUDIES - INSTRUMENTS

FOR THE SURVEY OF COSTS IN TECHNICAL PROCESSING AND INTERLIBRARY LOAN

Form No. 2: SURVEY OF COSTS IN TECHNICAL PROCESSING AND INTERLIBRARY LOAN

This is an abbreviation of Form No. 3, designed to gather gross costing information. In addition, certain aspects of staffing patterns, processing support and interlibrary loan patterns are examined. Since this 25 page instrument is similar to Form No. 3, we have not enclosed Form No. 2 here. However, the following is a comprehensive list of the changes.

Form No. 3	Form No. 2
Page 1	same
Page 2	same
Page 3	delete
Page 4	same
Page 5	same
Page 6	same
Page 7	delete
Page 8	delete
Page 9	delete
Page 10	asks for fringe benefit percent of salary only
Page 11	delete
Page 12	delete
Page 13	asks for same information for acquisitions, cataloging, serials and interlibrary loan
Page 14	same
Page 15	same
Page 16	same
Page 17	same
Page 18	same except does not include hardware date of purchase under Section IV, H
Page 19	same except does not include communications equipment purchase price or date of purchase under Section V, A
Page 20	delete except annual cost of copying under Section VI, C
Page 21	delete
Page 22	same
Page 23	same
Page 24	same
Page 25	same
Page 26	same
Page 27	same
Page 28	delete
Page 29	same
Page 30	same
Page 31	delete Section XII, part H only
Page 32	delete Section XII, parts I and J only
Page 33	delete Section XII, parts N and O and P only
Page 34	same
Page 35	same
Page 36	same